

IDAHO STATE
REHABILITATION COUNCIL
2003 ANNUAL REPORT

Ruth Rathbun
Chair

Fritz Kippes
Vice Chair

Sarah Johnson
Administrative Assistant II

Idaho Division of Vocational Rehabilitation
An Agency of the State Board of Education
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IDAHO STATE REHABILITATION COUNCIL
IDAHO DIVISION OF VOCATIONAL REHABILITATION

An Agency of the Idaho State Board of Education

650 West State Street ♦ Room 150

P.O. Box 83720 ♦ Boise, Idaho ♦ 83720-0096

(208) 334-3390 ♦ 334-5305 Fax



Dear Governor Kempthorne and Citizens of Idaho:

On behalf of the State Rehabilitation Council (SRC), I am honored to present you with the 2004 Annual Report. This report confirms the commitment of the SRC members who, for the past twelve months, have worked diligently on behalf of individuals with disabilities.

Ruth Rathbun

Vice Chair

Fritz Kippes

Executive Committee

Fritz Kippes

Ruth Rathbun

Members

Nancy Bergmann

Manuel Guerra

Dan Harrington

Jacque Hyatt

Fritz Kippes

Tim Kopczynski

David Miles

Ron Moran

Michael O'Bleness

Ruth Rathbun

Ron Seiler

Randy Steiner

Ex Officio

Michael Graham

Mike Hauser

The annual report highlights our activities, accomplishments and progress made this year. Our Council is committed to assisting the Idaho Division of Vocational Rehabilitation (IDVR) in empowering individuals with disabilities in achieving competitive employment and independence in their communities. As in previous years, the SRC reviewed IDVR's programs, analyzed their service delivery process, and gave IDVR input concerning these reports.

Working in partnership with IDVR, we explored Strategic Planning as well as determined ways to meet our goals. Training on developing a communication plan was presented so both the SRC and IDVR could explore ways to become stronger advocates for people with disabilities. We were fortunate to have experts in the fields of strategic planning and communication planning to aid us in this endeavor.

Four of our members, along with the IDVR Administrator and Field Services Bureau Chief, attended the Council of State Administrators of Vocational Rehabilitation Conference (CSAVR) in Bethesda, Maryland. In addition to attending many presentations at the conference, we were able to visit our Congressional Delegation to express the importance of VR services.

The Council completed a Client Satisfaction Survey and the results are outlined in this report. We also reviewed the 1998 Amendments to the Rehabilitation Act and developed a checklist to make sure the SRC remains in compliance. The SRC and the State Independent Living Council (SILC) met jointly to discuss secondary transition. This proved to be successful and the Council plans to repeat the same type of meeting in 2005.

I would be amiss if I did not recognize the staff of the Idaho Division of Vocational Rehabilitation for their dedication and hard work. Without the counselors and support staff, assistance to people in need would be impossible.

Thank you for taking the time to read this annual report. The SRC members and leaders encourage and appreciate your comments concerning the work of the Council and the operations and goals of the Vocational Rehabilitation Program.

On a personal note, I wish to offer my sincere thanks to the SRC for the privilege of serving as Chair for the past four years. It has been a rewarding experience working with such wonderful individuals. Also, to Sarah Johnson, the SRC Administrative Assistant, for her expertise in managing the operations of the Council. I now leave the Council in the capable hands of Tim Kopczynski, the new Chair whom I know will do an outstanding job.

*Sincerely,
Ruth Rathbun, Chair*

MISSION STATEMENT

“The mission of the Idaho State Rehabilitation Council is to review, analyze and advise the Idaho Division of Vocational Rehabilitation regarding services and functions that affect the ability of individuals with disabilities to achieve individual rehabilitation goals.”

WHO WE ARE

The Idaho State Rehabilitation Council is composed of volunteers appointed by the Governor, all of whom show leadership and commitment to the well being of Idaho citizens with disabilities. As required by the Rehabilitation Act, members who represent the following groups comprise the Council.

- ❑ Current or former recipients of services from Vocational Rehabilitation
- ❑ Business, Industry, and Labor
- ❑ Disability Advocacy Groups
- ❑ Community Rehabilitation Programs
- ❑ Parent Groups
- ❑ The State Independent Living Council
- ❑ Rehabilitation Counselor – Ex-officio
- ❑ Department of Education
- ❑ Native American Vocational Rehabilitation 121 Project
- ❑ Workforce Development Council
- ❑ The Administrator of the Idaho Division of Vocational Rehabilitation is also an Ex-officio Member

CURRENT MEMBERS

Nancy Bergmann	Business/Industry/Labor
Manuel Guerra	Comprehensive Advocacy (Co-Ad)
Steve Hansen	Business/Industry/Labor
Dan Harrington	Consumer
Jacqueline Hyatt	Department of Education
Fritz Kippes	Business/Industry/Labor
Tim Kopczynski	Disability Advocacy Group
David Miles	Native American Vocational Rehabilitation
Ron Moran	State Independent Living Council
Michael O'Bleness	Community Rehabilitation Program
Ruth Rathbun	Workforce Development Council
Ron Seiler	Parent Advocate
Randy Steiner	Consumer

EX-OFFICIO ♦ IDAHO DIVISION OF VOCATIONAL REHABILITATION

Mike Hauser	Vocational Rehabilitation Counselor
Michael Graham	Administrator, Division of Vocational Rehabilitation

IDAHO DIVISION OF VOCATIONAL REHABILITATION

Tanya Brindle	Planning and Evaluation Manager
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STATE REHABILITATION COUNCIL STAFF

Sarah Johnson	Administrative Assistant II
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COMMITTEES

Executive Committee

Ruth Rathbun – Chair
Fritz Kippes - Vice Chair
Steve Hansen
Jacque Hyatt

Membership Committee

Fritz Kippes – Chair
Ruth Rathbun – Vice Chair
Nancy Bergmann
Ron Moran

Planning & Review Committee

Steve Hansen - Chair	David Miles
Nancy Bergmann	Ron Moran
Fritz Kippes	Ruth Rathbun
Tim Kopczynski	Randy Steiner

Survey Committee

Jacque Hyatt – Chair
Michael O'Bleness – Vice Chair
Manuel Guerra
Dan Harrington
Mike Hauser
Ron Seiler

WHAT WE DO

Review, analyze, and advise the Idaho Division of Vocational Rehabilitation regarding the performance of its responsibilities, particularly eligibility, the extent and effectiveness of services, and its functions that affect individuals with disabilities and their rehabilitation goals.

Advise and assist Vocational Rehabilitation in the preparation of their Strategic Plan, State Plan and its amendments, grant applications, reports, needs assessments, and evaluations.

Conduct a review and analysis of the effectiveness of Vocational Rehabilitation and consumer satisfaction.

Coordinate the work of the State Rehabilitation Council with the meetings of other disability-related Councils.

Gather information used to accomplish the Council's mission from many sources:

- Information reported by the Idaho Division of Vocational Rehabilitation;
- Surveys conducted by the State Rehabilitation Council;
- Written comments from consumers of services and e-mails to the SRC website;
- Information gathered by Council members from their constituencies;
- Information solicited from other disability organizations and;
- Information solicited from Legislators.

MEMBER PROFILES

The Governor of Idaho appoints members to the State Rehabilitation Council after recommendations are made from representatives of organizations that represent a broad range of individuals with disabilities. In selecting members, the Governor is cognizant of ensuring minority populations are represented on the Council.

RUTH RATHBUN, CHAIR

Ruth was appointed to the Council in 1999 and was reappointed to another three-year term in 2002. Her current term will expire in June 2005. Serving as Chair since 2001, she represents the Workforce Development Council.

Ruth was born and raised in Montana and has been a resident of Idaho since 1961. Ruth was employed for 19 years in the credit reporting industry; 14 years as a District Staff Assistant for U.S. Senator Steve Symms; and almost 7 years as the Executive Director for the Greater St. Joe Development Foundation (Economic Development). Ruth has been actively involved in numerous local, state, regional, and national committees and organizations. Ruth has just completed her second appointment to the Governor's Workforce Development Council. Ruth is married with two grown children and five grandchildren. Now semi-retired, Ruth assists her husband, Gordon, with rental properties in the north Idaho area.

FRITZ KIPPES, VICE CHAIR

Fritz was appointed to the Council in 2001 and was reappointed for another three-year term in 2004. His current term will expire in 2007. He represents Business, Industry and Labor on the Council.

Fritz has lived in Idaho since 1975. He has been a member of two boards involving the disabled population. As a former Vocational Rehabilitation client, he is thrilled to participate on the State Rehabilitation Council. Fritz owns and operates a professional

hearing aid service in Twin Falls and Burley, Idaho. His hobbies include fishing, hunting, cooking, and jacuzzi.

NANCY BERGMANN

Nancy represents Business, Industry and Labor on the Council. Nancy was appointed to the Council in 2001 and was reappointed to another three-year term in 2004. Her current term will expire in 2007.

Nancy works as an Economic Development Program Manager for the Idaho National Engineering and Environmental Laboratory (INEEL) and is responsible for the planning and execution of the laboratory's comprehensive economic development program. Specific areas of involvement include small business outreach, business plan consulting and analysis, and community and regional economic development organization liaison activities. Prior to her role in economic development in 1993, Nancy was an INEEL Equal Employment Opportunity and Affirmative Action Officer and Manager of Diversity Programs. Nancy served for 20 years as a United Way volunteer and member of the National Board of Directors of United Way.

MANUEL GUERRA

Manuel was appointed to the Council in 2001 and was reappointed to another three-year term in 2002. His term will expire in 2005. Manuel is the representative for Disability Advocacy Groups to the State Rehabilitation Council.

Manuel was born in Mexico and the second oldest of five children. He moved to Blackfoot, Idaho with his family. After graduating from high school, he attended Idaho State University where he received a degree in Social Work in 2000. Since that time, he moved to Boise, Idaho to work as an advocate for Co-Ad. Manuel is currently the CAP Coordinator for Idaho and a member of the Workforce Development Board and the National Multicultural Committee. His hobbies include, tennis, basketball, and pool.

DAN HARRINGTON

Dan was appointed to the Council in 2002 and reappointed for another three-year term in 2003. His current term expires in 2006. Dan serves on the Council as a former recipient of Vocational Rehabilitation services.

Dan was employed as a manual laborer until a medical condition limited his ability to do this work. Following an extensive evaluation, career exploration, counseling and guidance, Dan decided to pursue a career in Social Work. Vocational Rehabilitation was able to help with some of the costs associated with the plan and in his final year of school, he undertook a practicum at the Regional Renal Center, where his natural empathy and communication skills were immediately recognized. Dan completed his Bachelor's degree in Social Work and with the support of people involved in the Regional Kidney Center, Dan was hired as a Renal Social Worker. He no longer receives Social Security benefits and remains actively involved with Vocational Rehabilitation renal clients.

MIKE HAUSER

Mike was appointed to the Council in 1993 and serves on the Council as the representative for the Idaho Division of Vocational Rehabilitation, in an ex-officio capacity as a Rehabilitation Counselor. This is a non-voting general category appointment of membership and is subject to rotation. His term expires in 2005.

Mike has worked for the Idaho Division of Vocational Rehabilitation as a Rehabilitation Counselor in Coeur d'Alene, Idaho since 1983. Mike is a member of the Mental Health Drug Court, which was recently organized in Kootenai County. Mike manages a general caseload in Shoshone and Kootenai Counties, in addition to the Pure State Kidney program in five northern counties. He serves as the regional liaison to substance abuse treatment facilities as well as major medical facilities in Spokane including St. Luke's Rehabilitation Center.

JACQUELINE HYATT

Jacque was appointed to the Council in 1999 representing the State Department of Education. She was reappointed in 2002 for a three-year term and her current term expires in 2005.

Jacque works as a Secondary Transition Specialist with the Idaho Department of Education. She has twenty years of experience in teaching and advocating for individuals with disabilities and their families in a variety of settings. Her wide range of experiences across higher education, public schools, state institutions, non-profit, and state agencies have allowed her to gain insight into individual, family, and system issues in the provision of supports and services for people with disabilities. Jacque earned a B.S. in Elementary and Special Education from the University of North Dakota, a M.Ed. in Vocational Education-Special Needs/Transition from Colorado State University, and is currently working towards a Ph.D. in Education Leadership and Human Resource Studies from Colorado State University. Her graduate studies have focused on Secondary Transition for students with disabilities and have included an internship in the Office of Special Education and Rehabilitative Services, Transition Branch in Washington, D.C.

TIM KOPCZYNSKI

Tim was appointed to the Council in 2004 as a representative for a Disability Advocacy Group, his term expires in 2006.

Tim recently retired as the Regional Manager of the Lewiston Regional Office of the Idaho Division of Vocational Rehabilitation. He began his career in 1970 and retired in 2003. Tim completed all the requirements of a Certified Rehabilitation Counselor and will hold this professional certification until 2010. Since his retirement, Tim began his own private rehabilitation company, North Idaho Consulting and Management, with an emphasis on consultation and training.

DAVID MILES

David was appointed to the Council in 1999 and was reappointed for a three-year term in 2002. His current term will expire in 2005. David represents the Native American Rehabilitation Program.

David is the Director of the Nez Perce Vocational Rehabilitation Services (NPVRS). David has a B.S. in Business Administration, a Masters in Vocational Education, and is currently working towards a Ph.D. in Adult Education, Counseling and Technology, with an emphasis in Vocational Rehabilitation Counseling. He has worked in "Indian Country" for over twenty years, the State of Washington Department of Social and Health Services for approximately three years, and two years for the Lapwai School District. David was a Board Member for the Disability Action Council in North Central Idaho and appointed to the Region X Rehabilitation Continuing Education Program at Western Washington University. He also served in the U.S. Navy. David has four grown children and seven grandchildren.

RON MORAN

Ron was appointed to the Council in 2001 and was reappointed for a three-year term in 2002. His current term expires in 2005. Ron serves the Council as a representative for the State Independent Living Council (SILC).

Ron graduated from high school in 1957 and became paraplegic in 1958 from injuries sustained in a car accident. He attended Boise State University (BSU) from 1965 to 1970 and graduated with a BA in Accounting. Ron began working in the BSU Financial Aid Office in July 1970 and retired in March 2000 as a Student Loan Manager. Ron has been involved in accessibility issues through his work at BSU, which gave him the ability to promote many accessible changes throughout the years. As a member of the Boise Mayor's Disability Committee, he worked with the City of Nampa to improve accessibility. Ron is a member of the Idaho Interagency Council on Secondary Transition and Chairman of the SILC Student Transition Team. Ron is working with the Blackfoot School District

on issues related to student transition to adult life, and is also working on a curriculum for student transition, which will be available in all Idaho schools upon completion.

MICHAEL O'BLENESS

Michael was appointed to the Council in 2000 and reappointed in 2003. His current term expires in 2006. Michael serves on the Council as a Community Rehabilitation Service Provider representative.

Michael works as the Chief Operations Officer of Development Workshop, Inc. in Idaho Falls, Idaho. Michael has been employed there since 1985 in various positions such as Projects with Industry Grant Administrator, Job Developer, and Director of Rehabilitation. He graduated Cum Laude with a B.S. from the University of Wisconsin – Stout in Vocational Rehabilitation and a certification in Secondary Special Education. Michael also worked for School District #91 as a Vocational Coordinator for the Continuation High School. Michael is married with two children.

RON SEILER

Ron was appointed to the Council in 2002 and his term expires in 2006. Ron represents the Council as a Parent, Guardian, Family Member and Advocate for an individual with a disability.

Ron has been extensively involved with the area of Assistive Technology (AT) for over twenty years on a personal, as well as professional basis. As the father of a 23 year old son with cerebral palsy, he has gained significant knowledge and skills related to a wide variety of AT devices and services. Ron received his Bachelor's degree in Special Education and Technology Education in 1989 and completed a Master Degree program in Assistive Technology in 1996. As Director of the Idaho Assistive Technology Project, Ron has gained extensive knowledge and skills related to the delivery of AT services. Ron has been involved in the provision of AT training and technical assistance since 1992. He has developed curricula and delivered AT training in the areas of aging, special education,

policy and funding, medical assistance programs, vocational rehabilitation, and early childhood. He has provided technical assistance to all of Idaho's major service agencies, both public and private, and is widely known as a resource to parents of children with disabilities. Of special note, Mr. Seiler is responsible for the development of a training curriculum entitled *Assistive Technology and Aging: A Guidebook for Older Persons and Their Service Providers*, which has been used to deliver training across the northwest.

RANDY STEINER

Randy was appointed to the Council in 2002 and his term expires in 2005. Randy represents the Council as a former recipient of Vocational Rehabilitation services.

Randy was born and raised in Orofino, Idaho. He broke his neck in a diving accident in 1983. With the help of Vocational Rehabilitation, Randy attended college at North Idaho College and University of Idaho with a major in Interpersonal Communication. He began working for the Forest Service in 1989 working in Personnel, and for the past three plus years, in Information Technology. Randy has the collateral duties of Persons with Disabilities Program Manager, and assisted in numerous projects for state, local, and federal agencies concerning designs for accessibility in recreational sites and facilities.

DR. MICHAEL GRAHAM

Dr. Michael Graham of Boise assumed his duties as the new Administrator of the Idaho Division of Vocational Rehabilitation (IDVR) on August 18, 2003. Dr. Graham came to IDVR from the Commission for the Blind and Visually Impaired, where he served as Executive Director for four and a half years. Dr. Graham has experienced a variety of rehabilitation perspectives over the past twenty plus years including: student, client, counselor, program developer, program manager, grant writer, consultant, and agency administrator.

Dr. Graham holds a Doctorate Degree in Special Education in Blindness and Visual Impairments from the University of Northern Colorado, and a Master's degree in Vocational Rehabilitation. He and his wife Linda have been married for 26 years and have two teenage children along with an assortment of domestic animals.

Activities away from work include jumping on the tramp with his children, hiking, camping, spiritual pursuits, as well as reading science and history.

"I have a passion for people with disabilities, as I understand their potential and valuable contributions to society."

"Did you know that..."

...On average 58.3% of individuals with a disability, ages 21-64 are employed in Idaho. "



The State Rehabilitation Council developed a checklist in review of the Rehabilitation Act to ensure that the SRC is in compliance with federal regulations. Several members volunteered to do an evaluation of the requirements of the SRC. The checklist was developed and a line-by-line review was discussed during the April 2004 meeting. The SRC are pleased with the results of their findings on meeting all the requirements with the federal standards.

**Idaho State Rehabilitation Council
Checklist: Federal Assurances
FY 2004**

SECTION 361-16 ESTABLISHMENT OF STATE REHABILITATION COUNCIL

A. General Requirements

(1) Written assurance SRC is independent state commission that is:

- i. Consumer controlled
 - A. physical/mental impairment _____
 - B. represents broad range of disabilities _____
- ii. Includes family members, advocates,
other reps with mental impairment _____
- iii. Conducts functions in Section 361.17 (h) (4)
(Conduct review and analysis, consumer satisfaction) _____

(2) Written assurance that:

- i. SRC meets requirements of Section 361.17 _____
- ii. SRC/IDVR jointly develop & agrees to state goals &
submits an annual report _____
- iii. IDVR consults with SRC regarding revisions to state goals _____
- iv. IDVR transmits to the SRC:
 - A. Plans and reports _____
 - B. Information on practices & procedures used by VR staff _____
 - C. Copies of due process hearing decisions _____
- v. State Plan includes summary of SRC input as follows:
 - SRC recommendations _____
 - Consumer Satisfaction data (Section 361.17) _____
 - Other reports prepared by SRC _____

B. Separate State Councils

(If state designates a separate agency for the blind, the state must either establish a separate state rehabilitation council for each agency or establish one state rehabilitation council for both agencies.)

SECTION 361-17 REQUIREMENTS OF STATE REHABILITATION COUNCIL

A. Appointments

- (1) Appointed by Governor _____
- (2) Ensure minority representation _____

B. Composition

- (1) SRC will be comprised of at least 15 members; _____
 - i. SILC _____
 - ii. Parent Training & Information (IPUL) _____
 - iii. CAP (Co-Ad) _____
 - iv. VR counselor _____
 - v. Community rehab program (CRP) provider _____
 - vi. Four reps of business, industry & labor _____
 - vii. Cross section of disability groups _____
 - (A) Persons with physical, cognitive, sensory, mental _____
 - (B) Persons who have difficulty representing self _____
 - viii. Recipient of VR services _____
 - ix. American Indian VR Director (under section 121) _____
 - x. Special Education representative _____
 - xi. State workforce investment board _____
 - xii. IDVR director (ex officio non-voting) _____
- (2) IDVR employee (non-voting) _____

* * * * *

- (3) (If) a separate board for Blind _____
 - i. To include all in (b) (1) except (b) (1) (viii) _____
 - ii. Separate board to include: _____
 - (A) Disability advocacy group representing blind people _____
 - (B) Person who is blind or multiple disabilities _____

- (4) Exceptions. If state law creating a separate council for blind was passed before 1992, and requires less than 15 members, the separate council is still considered to be in compliance)

C. Majority

- (1) SRC is comprised of a majority of persons with disabilities _____
- (2) Separate council for blind, majority of persons who are blind _____

D. Chairperson

- (1) Selected by SRC from among voting members, subject to veto _____
- (2) If state law prevents governor veto, appointing authority designates chair _____

E. Terms of Appointment

- (1) Three year term, serving only two consecutive terms _____
- (2) When filling vacant seat, replacement will be appointed for the remainder of predecessor's term _____
- (3) Terms of appointment should be staggered _____

F. Vacancies

- (1) Vacancies filled using same process as original appointment _____
- (2) No vacancy affects the power of remaining members to execute duties _____

G. Conflict of Interest

(No member shall cast a vote on any matter that would provide direct financial benefit to the member or member's organization)

H. Functions

- (1) Review, analyze, and advise IDVR related to:
 - i. eligibility for VR services, including order of selection _____
 - ii. Extend, scope, and effectiveness of services _____
 - iii. Functions of VR that affect ability to achieve employment _____
- (2) SRC in partnership with IDVR will:
 - i. Develop, agree to, and review state goals _____
 - ii. Evaluate IDVR and submit report to Secretary _____
- (3) Advise IDVR and help prepare state plan and amendments _____
- (4) Conduct review of effectiveness of, and consumer satisfaction with:
 - i. functions performed by IDVR _____
 - ii. services _____

- iii. employment outcomes, including health and other benefits _____
- (5) Submit report to governor & Secretary within 90 days _____
- (6) Coordinate to avoid duplication with:
 - SILC _____
 - SEAP _____
 - DD Council _____
 - Mental Health Planning Council _____
 - State Workforce Investment Board _____
- (7) Provide for working relationship with SILC and CILs _____
- (8) Perform other comparable functions
 - i. Resources _____
 - (1) SRC & IDVR must prepare a plan to ensure adequate resources for the Council to carry out its duties
 - (2) Resource Plan must rely on resources available during period of implementation
 - (3) Disagreements between SRC & IDVR regarding amount of resources needed by Council to be resolved by governor
 - (4) SRC will supervise and evaluate staff use to carry out its functions
 - (5) Staff assigned to SRC may not be assigned duties that create a conflict of interest

I. Meetings

- (1) Convene four meeting per year in locations determined by SRC _____
- (2) Conduct forums and hearing as appropriate _____

K. Compensation

- (1) Funds may be used to compensate and reimburse expenses of members _____

2005 GOALS

1. Continue to support the Idaho Division of Vocational Rehabilitation in strengthening their working relationship with the VR Tribal programs.
2. Continue development efforts of a strategic plan to support the goals and mission of the State Rehabilitation Council.
3. Work with Vocational Rehabilitation in the development of a coordinating communication plan.
4. Continue to educate Idaho's Congressional Delegation about the reauthorization of the Rehabilitation Act and the benefits of Vocational Rehabilitation services.
5. Continue to educate Idaho's Congressional Delegation and State lawmakers about the necessity of full funding for Vocational Rehabilitation services.
6. Assess consumer satisfaction of Vocational Rehabilitation services.
7. Increase the knowledge of the State Rehabilitation Council about the potential of assistive technology and information technology for achieving the employment goals of Vocational Rehabilitation clients.

“Did you know that...

***Disabled individuals are one of the fastest growing
minorities in the United States.”***

COUNCIL ACTIVITIES, ACCOMPLISHMENTS, INFLUENCES, OR IMPACTS

SRC members participated in the following activities and organizations:

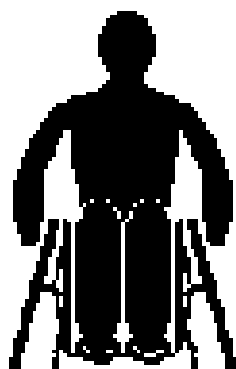
- ⇒ Attended a Dialysis Conference in Dallas in April and is a member of the National Advisory Rehabilitation Board for Dialysis Patients.
- ⇒ Worked on the development of 501C3 status for the SRC, offered grant-writing classes, and also serves on the Rapid Response Team in collaboration with Idaho's universities.
- ⇒ Met with staff of the Idaho Congressional Delegation to discuss the reauthorization of the Rehabilitation Act and the Fair Labor Standards Act.
- ⇒ Has been preparing for the National Accreditation Survey for a Community Rehabilitation Program in Idaho Falls.
- ⇒ Attended the National Case Managers Conference in November.
- ⇒ Was elected president of the State Case Managers Association and remains involved in the Community Transition Team and the GOALS program at the area vocational educational college.
- ⇒ Worked on an accessibility project for the installation of a lift elevator to the marina at Dworshak Reservoir as well as accessibility issues at a local hotel regarding compliance issues.
- ⇒ Attended the CSAVR conference in Bethesda, Maryland.
- ⇒ Met with a VR Counselor in reference to outlining procedures for clients to apply for entry-level positions with the Forest Service.

- ⇒ Is involved in education concerning the use of the Plan for Achieving Self-Support (P.A.S.S.) in high schools.
- ⇒ Attended the CAP Regional meeting in Seattle and attended the IPUL Conference where he gave a presentation on P.A.S.S. Plans.
- ⇒ Involved in the SILC Student Transition Program, which includes a pilot program in Blackfoot.
- ⇒ Worked on a state improvement grant, which focuses on Secondary Transition.
- ⇒ Attended the Vocational Rehabilitation Regional Staff meeting in Lewiston to familiarize staff with the SRC and visited the sub-regional offices in Moscow and Orofino.
- ⇒ Testified in Washington D. C. on issues related to Aging. Requested that the Governor issue an Executive Order related to accessibility of Information Technology in reference to Section 508 in the Rehabilitation Act that indicates that information systems and websites must be accessible to individuals with disabilities.
- ⇒ Met with the Vocational Rehabilitation staff members in the Coeur d'Alene office.
- ⇒ Visited the River City Mental Health office in Lewiston and the Orofino sub-office to discuss the CSAVR conference held in Washington, D.C.
- ⇒ Discussed the development of potential training topics related to the SRC with the Regional Rehabilitation Continuing Education Program (RRCEP).
- ⇒ Attended the Pacific Region National Rehabilitation Association (NRA) Conference in June.

- ⇒ Assisted with the Youth Leadership Forum, where a majority of the delegates are current VR clients.
- ⇒ Attended the Idaho Inter-Agency Council on Independent Networks in June and developed a draft of the curriculum for the Secondary Transition program in the Blackfoot School District.
- ⇒ Attended the Consortia of Administrators for Native Americans (CANAR) in Seattle, Washington in November.
- ⇒ Visited VR offices in Twin Falls and Burley and refers clients for services.
- ⇒ Attended the fall CSAVR Conference in Nashville, Tennessee.
- ⇒ Gave a presentation at the New Counselor Orientation in Assistive Technology, Co-Ad, and the SRC.
- ⇒ Attended training for the Consortia of Administrators for Native Americans (CANAR) in Seattle, Washington.

“Did you know that...

***...Over 117,000 Idahoans between ages 21-64
have disabilities .”***



2004 HIGHLIGHTS

During 2004, many presentations were made to the SRC by other agencies, councils, or affiliates. Information gathered from these presentations may be used by the Council in future recommendations to Vocational Rehabilitation for improving the effectiveness of Vocational Rehabilitation services. The following is a list of the presentations made to the Council in 2004:

STRATEGIC PLANNING

A representative from the Idaho National Environmental Engineering Laboratories (INEEL) provided expertise in developing a strategic plan for the State Rehabilitation Council. With the help of SRC members and the Vocational Rehabilitation Management team, the 2004 goals were reviewed and analyzed to develop implementation strategies, and deadlines were set to meet these goals.

WORKFORCE INVESTMENT

A representative from the Idaho Department of Labor gave a presentation on the Workforce Investment Act (WIA) Reauthorization and the House and Senate Bills that were introduced to the Legislature. The House and Senate Bills would include the Administrator of Vocational Rehabilitation on the Workforce Investment Board, which isn't required under current law. The representative explained the funding and infrastructure of the One Stop System, the impact it has on Vocational Rehabilitation, as well as partnering agencies that are required to provide services in each region of the state.

COUNCIL OF STATE ADMINISTRATORS OF VOCATIONAL REHABILITATION CONFERENCE - CSAVR

The State Rehabilitation Council was pleased to have four members attend the CSAVR Conference in Bethesda, Maryland. The members reported that the conference was well attended, and reviewed information from presentations given during this event.

REHABILITATION ACT

Members of the Council reviewed the Rehabilitation Act and created a checklist to ensure that the State Rehabilitation Council is in compliance with federal law. The review included the primary purpose and requirements of the SRC; terms and appointments approved by the Governor; and composition of members. It was concluded that the Idaho State Rehabilitation Council is following federal guidelines in accordance with the Rehabilitation Act.

TOWN MEETINGS

The State Rehabilitation Council members attended town meetings sponsored by Vocational Rehabilitation in various areas of Idaho. The purpose of these meetings is to solicit input from the public about Vocational Rehabilitation. Due to poor public attendance, Vocational Rehabilitation and the SRC discussed suggestions to increase attendance.

JOINT SESSION WITH THE STATE INDEPENDENT LIVING COUNCIL

In April, the State Rehabilitation Council (SRC) and the Idaho State Independent Living Council (SILC) had a joint session focusing on youth in transition. Panelists included a representative from the Idaho Parents Unlimited, a teacher from the Boise School District, a Vocational Rehabilitation School-Work Counselor, Jacque Hyatt, who is an SRC and SILC member and represents the Special Education Department of the State Department of Education, and Ron Moran, a retired Student Loan Manager from Boise State University, who is also a member of the SRC and SILC. Each panelist gave a brief introduction on his or her involvement in youth transition. The presentation was well received and a follow-up meeting will be scheduled in 2005.

COMMUNICATION PLAN

A Senior Media Consultant from the Idaho National Engineering and Environmental Laboratory (INEEL) gave a presentation on

developing a communication plan for the State Rehabilitation Council and the Idaho Division of Vocational Rehabilitation (IDVR). The IDVR Central Office Management staff and several Regional Managers were in attendance. The facilitator reviewed the nature of strategic and annual planning in relation to organizations. In preparation to communicate, he reviewed the need for message development, successful interviewing techniques, and mock media interviews. Suggestions were given to improve the attendance of the Vocational Rehabilitation town meetings held each year.

TRANSPORTATION SECURITY ADMINISTRATION

The Manager of Customer Support and Quality Improvement with the Transportation Security Administration (TSA) gave a presentation on screening procedures of individuals with disabilities at national airports.

ADULT MENTAL HEALTH

A Program Specialist from the Adult Mental Health Program of the Department of Health and Welfare gave a presentation on the prevalence of mental health issues and eligibility, assessment, and evaluation for services provided to adults in Idaho. An overview was given on services provided by Community Mental Health Centers, State Hospitals, the private sector, as well as Mental Health offices that house Vocational Rehabilitation Counselors.

CHILDREN'S MENTAL HEALTH

A Program Specialist from the Department of Health and Welfare Children's Mental Health Program gave a presentation on services available to children with mental illness and the assessment and evaluation process.

IDAHO PARENTS UNLIMITED

The Director of Idaho Parents Unlimited (IPUL) gave a current update of IPUL and their activities. IPUL received a grant to fund the Community Parent Resource Center (CPRC), which is designed

to serve Spanish-speaking families in the migrant communities and an advisory council was established. IPUL now has three separate programs, the Community Parent Resource Center (CPRC), Parent Training and Information (PTI), and VSA Arts of Idaho (VSA). Each program has an individual director. With all the changes to the agency, IPUL is planning a two-day session in July for strategic planning to review all of their activities and rewrite the curriculum. IPUL has scheduled their annual conference in March 2005.

IDVR PRESENTATIONS

In addition to these presentations, Dr. Michael Graham, IDVR Administrator, provided updates at each SRC meeting of the Division's activities, concerns, and issues. This offers SRC members the opportunity to ask questions and provide valuable feedback to IDVR.

During this past year the SRC reviewed the IDVR Strategic and State Plans, and offered recommendations for improved service delivery. Additionally, IDVR provided a review of the Administrative Reviews conducted in four regions of the State. Administrative Reviews are the internal audit function of IDVR to ensure compliance with State and Federal Law, as well as the utilization of "best practice" in service provision. The SRC was also updated on caseload management practices.

The SRC were provided updates on several new programs and projects IDVR is involved with. The status of the Community Supported Employment Work Services Program, which was recently transferred to IDVR from the Department of Health and Welfare was reviewed. Also, IDVR outlined the specifics of a mentoring project being developed that includes the Department of Correction and community organizations and churches.

"Did you know that..."

...Disabilities affect one in five Americans."

CLIENT SATISFACTION SURVEY 2004

The Client Satisfaction Survey was completed during the summer of 2004. The purpose of the survey was to provide an alternative method of collecting client input on the quality of services they receive through the Idaho Division of Vocational Rehabilitation (IDVR). Beginning in 2003 the State Rehabilitation Council adjusted our survey process to reflect three regions in the state that were not surveyed by IDVR through the state quality assurance process. This change has allowed the SRC to gather greater input from clients across the state and to assist IDVR by providing annual statewide information regarding client satisfaction. The SRC Surveys were mailed to an equal number each of closed and open cases across the three chosen regions of the state. A total of 117 surveys were returned and analyzed. To retain client anonymity, completed surveys did not ask for demographic or other personally identifying information.

Questions on the survey were constructed to obtain information regarding:

- 1) Client access to services and counselors;
- 2) Involvement in decisions about their plan and services;
- 3) Timeliness of service provision and;
- 4) Overall satisfaction.

Analysis of client responses indicates that clients feel a high degree of satisfaction with both their counselors and services that they have received. Ninety-eight percent of the respondents felt welcomed and treated with respect and courteousness by Vocational Rehabilitation staff. The survey item asking the client to rate their Vocational Rehabilitation counselor found that fifty-five percent of the respondents felt their counselor was excellent, twenty-three percent felt their counselor was above average and twelve percent felt their counselor was average. Vocational Rehabilitation services overall were found to be satisfactory by eighty-eight percent, of which forty-eight percent said they were very satisfied.

One area produced responses that indicate further investigation to fully understand the input from Vocational Rehabilitation clients. This is client satisfaction with the progress toward getting a job. When asked to rate their satisfaction seventy-two percent of respondents indicated they were satisfied or very satisfied, twenty-eight percent were somewhat or very unsatisfied, and fifty-seven percent provided no response. The high number who did not respond to this question may be due in part to surveys being mailed to both clients who have either open or closed cases. Without knowing whether respondents have an open or closed Vocational Rehabilitation case, it is hard to draw conclusions from the data. Future surveys may ask for basic demographic information not to identify individual clients, but to help in disaggregating data to provide more useful information to the Idaho Division of Vocational Rehabilitation.

Here are some written responses that the SRC received from some of the clients:

- *“My vocational rehabilitation counselor treated me with a lot of respect.”*
- *“Really helpful to all my needs and questions.”*
- *“My VR counselor helped with job hunting, mental and physical expectations on my behalf, he checked on how I was doing.”*
- *“My goals were the main objective.”*
- *“Starting over professional is difficult, my feelings were considered during the entire process.”*
- *“I thought more about just getting the training, I didn’t really know they’d be involved with going after jobs, it’s great!”*
- *“I have goals and plans in place to hopefully expedite my return to work.”*
- *“Continue to help identify and develop job sites for difficult to place individuals.”*

Did you know that...

*“...The Idaho Division of Vocational Rehabilitation
Have 36 offices located throughout the state.”*

IDAHO'S WORKFORCE INVESTMENT SYSTEM

For years, Idaho being a small rural state, service agencies have learned to rely on one another to effectively manage resources in a cooperative manner in order to serve the people of Idaho.

The Idaho Division of Vocational Rehabilitation (IDVR) is recognized as a primary provider of expertise concerning the needs of persons with disabilities. IDVR has had a relationship with its Workforce Investment partners long before the passage of the Workforce Investment Act. IDVR and the SRC continue to support the One-Stop system to increase the visibility of Vocational Rehabilitation programs, thereby strengthening relationships with employers who hire VR clients.

"Did you know that..."

***...The population in Idaho
of individuals 65 years
and older average almost 60,000."***



2004 GOALS

- ◆ **Goal:** Explore ways to strengthen or improve the working relationship between the Tribal VR Programs and IDVR.

Result: *VR Staff and SRC members attended the CANAR Conference. VR hired a Program Development Manager who will be exploring options for strengthening the relationship further.*

- ◆ **Goal:** Work with the State Department of Education and IDVR to develop an anticipated needs survey of transition aged youth.

Results: *Members of the SRC survey committee reviewed the Vermont Anticipated Needs Survey. Current Idaho data collection methods regarding anticipated needs and student participation were also reviewed. The SRC recommended that data be collected from Individual Education Plans (IEPs) for use in assessing students anticipated needs. The State Department of Education is currently reviewing this recommendation.*

- ◆ **Goal:** Develop a stronger relationship with both State and Federal funders (Legislators) to promote better understanding of IDVR and how it is funded.

Results: *Letters were written to State Legislators identifying issues concerning VR services and funding. VR staff and SRC members who attended the CSAVR in Bethesda, Maryland met with Idaho Legislators and Congressional staff to discuss VR services, funding, and support.*

- ◆ **Goal:** Attend Council of State Administrators of Vocational Rehabilitation (CSAVR) in Bethesda, Maryland.

Results: *SRC Members and VR staff attended the CSAVR Conference in Bethesda, Maryland. An SRC member also attended the CSAVR Conference held in Nashville, Tennessee.*

- ◆ **Goal:** Develop a Strategic Plan to support the goals and the mission of the SRC.

Results: *Presentations were offered to educate the SRC and VR Management staff on Strategic Plan development in January. The goals were disseminated and deadlines were set to meet these goals.*

- ◆ **Goal:** Develop a mechanism for the Council to bring outside donations of funds to support the Council and IDVR.

Results: *The SRC discussed creating an account to deposit outside donations and continues to explore the legal ramifications involved with such a project. VR hired a Program Development Manager who will be working on setting up a foundation that will have the capability to accept outside donations.*

- ◆ **Goal:** Find a way to engage employers in hiring individuals with disabilities.

Results: *VR sent sixteen staff to the National Employment Conference in Washington, D.C. to gather information to assist in the reassessment of VR employer relations.*

- ◆ **Goal:** Integrate VR activities and successes into the Workforce Investment Board (WIB) and Workforce Development meetings to show how individuals who are rehabilitated are contributors to state tax roles.

Results: *The SRC continues to discuss options for addressing this goal. It will be carried forward into the 2005 year.*

- ◆ **Goal:** Review the 1998 Amendments.

Results: *A checklist on federal assurances was developed and reviewed by the Council. In review of the federal regulations, the SRC is in compliance with all requirements set forth by the government.*

MESSAGE FROM THE ADMINISTRATOR IDAHO DIVISION OF VOCATIONAL REHABILITATION

Dear Readers,

During the last year, the relationship between the Idaho Division of Vocational Rehabilitation and the State Rehabilitation Council has continued to grow and develop by exploration of areas of cooperation. Embracing change is important, if not always a pleasant part of the growth of partnership. For the first several months of my appointment with IDVR, Ruth Rathbun and I worked to develop a more significant partnership between the two entities. Her commitment, efforts and energy added great value to our relationship. Conducting mutual business, discussing important issues in detail, mutual time spent in conferences and with members of Congress, all serve to forward the mission of the SRC and IDVR, not to mention building excellent memories. With the new Chair, Tim Kopczynski, I look forward to that continued strong and healthy relationship between the two entities through Tim's love and commitment for Vocational Rehabilitation.

The focus of the SRC remains steadfast and vital as an IDVR partner. The adjusted goals of the SRC for this year remain important to IDVR, as they add strength to IDVR's mission of serving people with disabilities to overcome vocational barriers.

A number of important areas of cooperation between the SRC and IDVR for the next year are already identified. Beyond the SRC's strategic goals, the two parties will maintain more regular and periodic communications than in the past. This improvement is based on my need to do a better job on behalf of the agency than in the past with the SRC. We will work together as issues arise regarding the Reauthorization of the Rehabilitation Act scheduled for the Congressional session beginning in the winter of 2005. Reauthorization is a major event that may need special care and attention by the SRC in order to strengthen rehabilitation as a whole for our nation. I look forward to the challenges and the partnership needed in the coming months on this endeavor. Additional training for the SRC and agency members to enhance working relationships will be a focus in the coming months based on cooperation among the RRCEP, RSA, SRC, as well as the VR agencies of Region IX and X.

SRCs play an important role that can vary greatly from state to state in our nation. Our two neighboring states of Washington and Oregon serve as fine examples. For the last several years, the State of Oregon underwent great challenges and saw a threat to the Vocational Rehabilitation agency's ability to carry out its mission and potentially even survive as an organization. The Chair of the SRC and its members stepped up to the plate, demonstrating effectiveness and influence among legislative members and state policy makers in order to redirect the efforts of state government such that the Vocational Rehabilitation agency today is back on track and effective with a new Administrator, thanks in large part to the efforts of the State Rehabilitation Council. Just north of the state line in Washington, the SRC over time became so ineffective and adversarial with Vocational Rehabilitation, the Governor felt compelled through his advisors to dissolve the SRC entirely and start over with a new slate of members. Fortunately in Idaho, we presently do not have the great need that Oregon had with their SRC a few years ago, nor do we have an adversarial relationship as existed in the State of Washington in recent months.

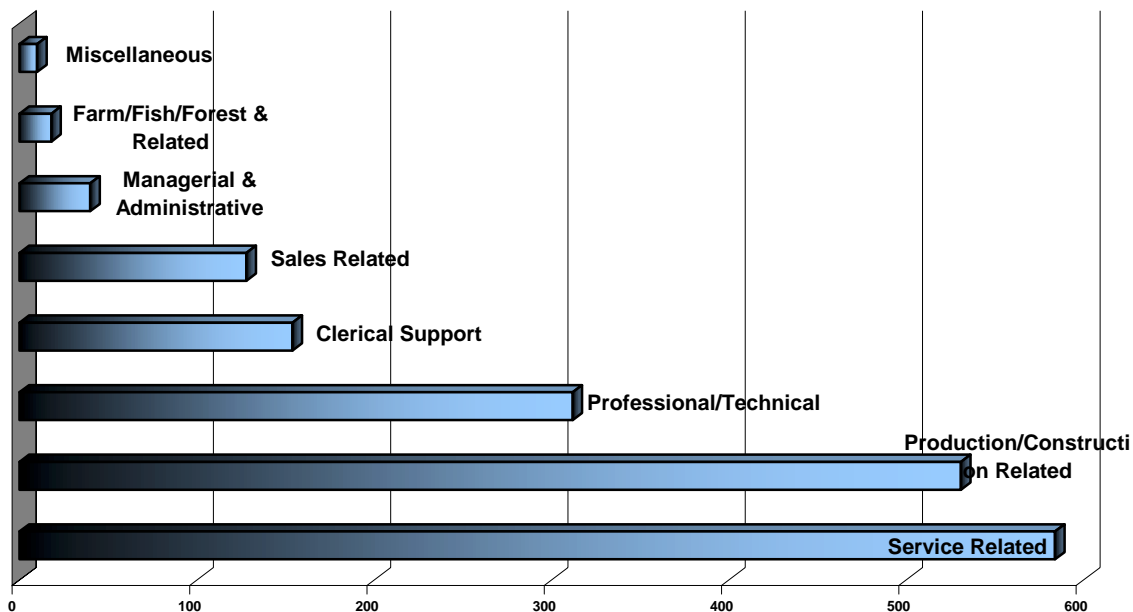
It is my honor to work with the SRC in Idaho with such quality members, who are able to accomplish a lot with Vocational Rehabilitation and a healthy growing and developing partnership. I look forward in every way in this next year to working with all of the members of

the SRC in meeting challenges and forging a vision together on behalf of the citizens of Idaho with disabilities who are looking for a way back into the marketplace in order to gain self-esteem and to contribute to our great State.

With Warmest Personal Regards,

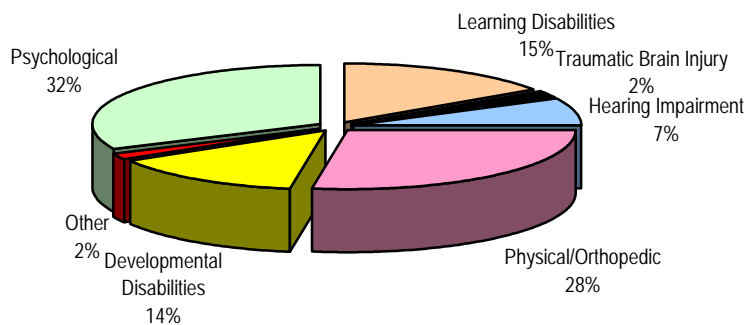
*Dr. Michael Graham
Administrator*

OCCUPATIONS OF THOSE WHO WENT TO WORK



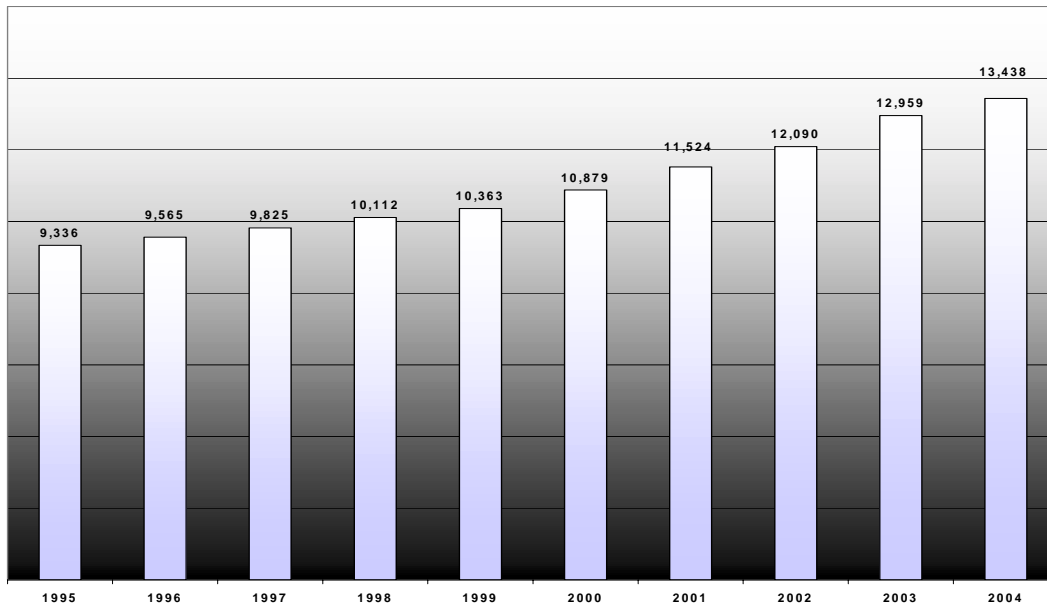
This chart represents the occupations of successfully rehabilitated Vocational Rehabilitation clients for 2004.

DISABILITIES OF THOSE WHO WENT TO WORK



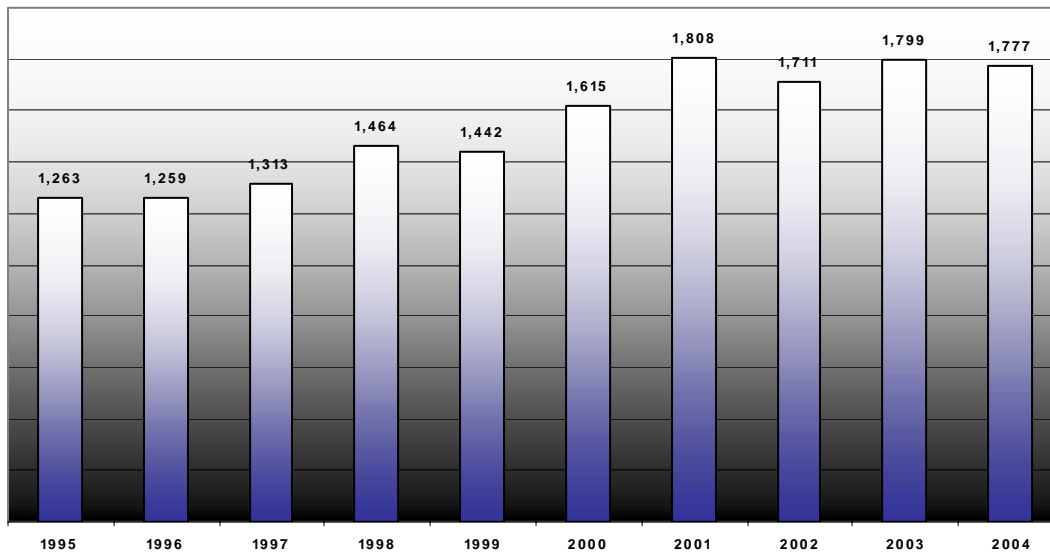
This chart represents the types of disabilities that individuals had who went to work.

VOCATIONAL REHABILITATION CLIENTS SERVED



This chart represents the number of Vocational Rehabilitation clients that were served each year for the past ten years.

SUCCESSFUL CLOSURES



This chart represents the number of successful closures of Vocational Rehabilitation clients for the past ten years.

The 2005 Schedule For The
IDAHO STATE REHABILITATION COUNCIL

Will Take Place

January 27-28, 2005

April 21-22, 2005

July 28-29, 2005

October 13-14, 2005

In the Delamar Conference Room, second level
At the

Doubletree Hotel ♦ Riverside
2900 Chinden Blvd. ♦ Boise, Idaho

This is a public meeting and visitors are welcome.

If you require alternative formats, material may be available by request, ten
days prior to the scheduled meeting
Please call 334-3390 for more information

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